830 West Lauridsen Boulevard
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CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

Program Title: **TITLE VI PROGRAM**	
Review Responsibility: Jason McNickle, Operations Manager	**Approved By:** Jim Fetzer, General Manager
Authorized By: Clallam Transit System Resolution No. R6:2024 and supersedes all previous resolutions.	**Effective Date:** June 1, 2024 through May 31, 2027

Purpose
The purpose of this program is to establish guidelines to effectively monitor and ensure that Clallam Transit System (CTS) is in compliance with all Federal Transit Administration (FTA) Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations 49 CFR Part 21.

Assurances
CTS assures that no person shall on the grounds of race, color, religion, national origin, sex, sexual orientation, gender, gender identity, pregnancy, genetic information, age, veterans' status, disability, or other protected class be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity conducted by CTS regardless of whether those programs and activities are federally funded or not.

To ensure accordance with 49 CFR Part 21, every application for financial assistance from FTA will be accompanied by an assurance that CTS will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. This requirement shall be fulfilled when the applicant submits its annual certifications and assurances to FTA.

While CTS does not normally pass through state or federal funding to sub-recipients, in the event that CTS does distributes federal or state aid funds to another governmental entity or other sub-recipient, Title VI language will be included in all written agreements and be monitored for compliance In accordance to 49 CFR 21.9(b), CTS will ensure that subrecipients are complying with Title VI requirements by undertaking the following:

- CTS will establish that the subrecipient has a Title VI program that meets the requirements of FTA circular 4702.1B.
- CTS will obtain a copy of the subrecipients plan and maintain it on file.
- CTS will conduct a compliance review of the subrecipients Title VI program to ensure that all actions outlined in the plan are being adhered to.
- CTS provides all public transportation services through its own workforce and does not subcontract transit services to external vendors. Therefore, monitoring of subcontractors for services does not apply.
- If the subrecipient provides transportation services, CTS will verify and document that the transportation services are provided on an equitable basis in accordance with the Title VI plan.
- In other contracted work CTS will monitor the contractor for compliance of CTS Title VI Plan requirements.

CTS shall insert the following notification in all solicitations for bids for work or material subject to the regulations and made in connection with all federally funded programs and in all proposals for negotiated agreements.

CTS, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 23 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin, in consideration for an award.

Members of the public are currently notified of their rights under this program through public postings at all CTS Transit Centers, CTS Buses, the CTS Website, and CTS Administration Headquarters. (Attachment A), Additionally, passenger schedules contain information detailing discrimination complaint procedures.

Members of the public may contact Clallam Transit System to request additional information on its nondiscrimination assurances by calling 360-452-1315 or 800-858-3747.

Discrimination Complaint Procedure

1. Any person who believes that they individually or as a member of any specific class, have been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with CTS. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to CTS's Operations Manager for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after the date of the alleged act of discrimination.
   The CTS General Manager or their designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.
3. A verbal dictation of the events or complaint form (Attachment C) shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an employee of CTS, the CTS Operations Manager shall document the allegation no later than the next business day by interviewing the complainant. If necessary, the CTS Operations Manager will assist the person in reducing the complaint to writing and provide a written version of the complaint to the person for signature. The complaint shall then be handled according to CTS's investigative procedures and placed into review.
4. Within 10 calendar days, the CTS Operations Manager will acknowledge receipt of the written allegation and having complete or incomplete information to proceed with an investigative review. They will inform the complainant of action taken or proposed action to process the allegation.
5. CTS will notify WSDOT within 30 calendar days of receipt of the allegations. Generally, the following information will be included in every notification to the FTA:
   a) Name, address, and phone number of the complainant.
   b) Name(s) and address(es) of alleged discriminating official(s).
   c) Basis of complaint (i.e., race, color, or national origin)
   d) Date of alleged discriminatory act(s).
   e) Date of complaint received by CTS.
   f) A statement of the complaint.
   g) Other agencies (state, local or federal) where the complaint has been filed.
   h) An explanation of the actions CTS has taken or proposed to resolve the issue raised in the complaint.
6. Within 60 calendar days, if action has not been taken and the complaint has not been resolved, the CTS General Manager will conduct an investigation of the allegation, and based on the information obtained, will render a recommendation for action. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 calendar days of receipt of the complaint, the CTS General Manager will notify the complainant in

writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of their appeal rights if they are dissatisfied with the final decision rendered by CTS. The CTS General Manager will also provide WSDOT with a copy of this decision and a summary of findings upon completion.

8. CTS maintains a list of active investigations, lawsuits, and/or complaints naming CTS that allege discrimination on the basis of race, color, religion, national origin, sex, sexual orientation, gender, gender identity, pregnancy, genetic information, age, veterans' status, disability, or other protected class. This list includes the date of the investigation, or the date the lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by CTS in response to the investigation, lawsuit, or complaint. CTS will retain complaints in accordance to the CTS Records Management Policy #30-250, which follows the retention requirements in the WSDOT Consolidated Grant Guidebook, specifically records of complaints will be retained for six years beyond the end of the project

Contact for Title VI complaint with WSDOT OECR can be done by any of the following methods:

Attn: Complaint Investigations Office of Equity and Civil Rights
Washington State Department of Transportation
PO Box 47314 Olympia, WA 985047314
Phone: 360-705-7090
Fax: 360-705-6018
Email: TitleVI@wsdot.wa.gov

Investigations, Complaints or Lawsuits

As of May 30, 2024, CTS has no active lawsuits, investigations, or complaints alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.

Compliance History (for the three years ending May 2024):

Title VI related complaints:

Received	Status	Description of Complaint	Actions Taken
		None	

Public Participation

Clallam Transit encourages and actively seeks out continuous public participation to create a mindful service that addresses the needs of an incredibly diverse population in its unique service area. The goal is getting community input with the aim of improving public transportation accessibility, reliability, and options to transport disadvantaged populations within our communities. These options include providing reliable public transit access to jobs, educational opportunities, medical care facilities, and other essential services. CTS public participation includes multiple participation strategies.

The CTS Board, hereinafter referred to as the "Board," is comprised of elected officials representing the eastern, central, and western areas of the county and each of the three major cities, in addition to one non-voting union representative. Annually, they approve a meeting schedule and set meeting times to ensure that the public has ample opportunity to comment and provide input. This schedule is posted on the CTS website.

CTS publishes notices of all public hearings and meetings on its website in advance of the legally mandated time period to allow the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. When important issues are being considered (such as fare and service changes), multiple meetings may be scheduled across the county, often with meetings held in both the early afternoon and evening in order to ensure the broadest access for those wishing to participate.

CTS has a Board adopted Service Changes Policy that outlines public participation requirements and can be found on the Clallam Transit website.

Notices for service changes are publicly posted on buses, at transit centers, the CTS website and social media forums that include CTS's Facebook and Twitter accounts. The mobility coordinator specifically targets LEP and disadvantaged communities that will possibly be affected by any route changes. CTS commits to public outreach that is proactive and ongoing. Flyers are developed targeting specific demographics for the area. Meeting times are proactively scheduled for various times throughout the day and in multiple communities to ensure public participation and comment is available to all.

Specific outreach to community organizations is conducted to ensure broadest participation from all community members. Service changes will be communicated to the local radio station (KONP), local newspaper (Peninsula Daily News), and targeted media outlets to ensure outreach to LEP, minority, disadvantaged and underserved communities.

Summary of public outreach and involvement activities undertaken in the last three years (June 2021 through current**:**

Public hearings are held every year before the Board approves the annual budget in December, the annual transit development plan (TDP), all major service changes, any fare structure revisions, and for other required federal σ state system business plans. There is a newsprint and radio broadcast marketing program (including traffic reports from CTS dispatchers) that encourages public outreach and involvement. Operations personnel travel to schools throughout the year to provide route familiarization and bus safety tips. In addition, the following public hearings and public outreach was provided:

2021 – Public Hearings
The Board held a total of two public hearings which addressed the following: one for the adoption of the CTS Transit Development Plan, and one on the draft 2022 budget.

2022 – Public Hearings
The Board held a total of three public hearings which addressed the following: one on the CTS Transit Development Plan, one for proposed route changes and one on the draft 2023 budget.

2023 – Public Hearings
The Board held a total of two public hearings which addressed the following: one on the CTS Transit Development Plan; and one on the draft 2024 budget.

Public Outreach
Clallam Transit System participates in numerous community events to promote public transportation. These events include the Voices for Veterans Standdown, an event that is targeted for veterans. These are held annually in Forks, Port Angeles and Sequim, Washington. CTS attends the events and provides reduced fare permits, and general public transit education. CTS staff also attend job fairs and other hiring events throughout the community. CTS staff also participate in Tourism Commission Meetings, Kiwanis Club Meetings and Chamber of Commerce meetings in Forks, Port Angeles, and Sequim.

Other outreach activities include participation in local parades, advertising of services in the region's newspapers, a local radio station, as well as social media including internet ads, Facebook, and Twitter. CTS also promotes services on buses, in bus shelters, and at the Forks, Port Angeles, and Sequim Transit Centers. CTS also promotes regional services in the Washington State Visitors Guide and on the Washington State Ferries.

In 2021, CTS undertook a Comprehensive Service Analysis (COA) to determine what, if any, public transportation services can be improved in the region. As part of the COA, a community survey was conducted with extensive outreach of both users of Clallam Transit as well as residents of Clallam County. Social service agencies, tribal communities, health providers and others were targeted to reach the maximum number of persons throughout the region. The surveys were provided in both English and Spanish versions. Over 800 completed survey responses were completed and returned.

In the Fall of 2022, public hearings were held for proposed route changes in the communities of Sequim and Forks. Specific outreach to low income and Spanish speaking individuals was conducted. This included Spanish notices being place at public locations throughout the community as well as outreach to organizations that interact with targeted populations. Staff visited known businesses and churches in which Spanish speaking individuals frequented and provided flyers in both Spanish and English to distribute to the public. Staff also targeted libraries for notices as well as all CTS buses. The public hearings were held at various times of the day and evening, all during times when public transportation was available to the locations. The hearings were held at public transit centers to ensure that all individuals could attend.

In 2023, CTS actively participated in outreach programs, seeking out various community groups and individuals who may face barriers to accessing services. This included participating in events sponsored by organizations such as the VA, care facilities for the aging and vulnerable, school districts, local churches, local tribal members, and many non-profits targeting individuals from all backgrounds and demographics. Additionally, CTS reached out to businesses and government centers frequented by LEP communities to ensure language barriers do not hinder their access to information about our services.

The Mobility Coordinator office has been specifically designated to perform ongoing outreach to the community with an emphasis on disabled, senior, low income, and at-risk populations and communities. This position's objective will allow CTS to address community needs, especially with vulnerable populations by improving the reliability of public transportation services in Clallam County.

Outreach Plan for Limited English Proficient (LEP) Persons Background
In 2012, Clallam Transit performed an initial Four Factor Analysis, took some actions to address LEP persons, worked with Washington State DOT staff to refine its assessment of LEP issues, and evaluated the impact of its LEP outreach before incurring further costs. This process has been continued for the LEP program.

Factor 1 The number and proportion of LEP persons served or encountered in the eligible population: Clallam County has a total population of 77,371 based on the 2022 ACS census data, was a five-year estimate. The total population in Clallam County five years and older totals 73,371.

Community Table 1 Clallam County, Washington

Primary Language Spoken at Home	Estimate of persons	Margin of Error	Percent	Percent Margin ofError
Population 5 years and over	74,145	+/-28	100%	(X)
English only	69,892	+/-456	94.3%	+/-0.6
Language other than English	4,253	+/-457	5.7%	+/-0.6
Speak English less than "very well"	1,361	+/-273	1.82%	+/-4.9
Spanish	2,311	+/-405	3.1%	+/-0.5
Speak English less than "very well"	857	+/-235	1.15%	+/-7.5
Other Indo-European languages	1,035	+/-273	1.4%	+/-.4
Speak English less than "very well"	143	+/-74	0.19%	+/-6.8
Asian and Pacific Islander languages	613	+/-179	0.01%	+/-0.2
Speak English less than "very well"	308	+/-117	0.7%	+/-14.1
Other Languages	294	+143	0.4%	+/-0.2

Speak English less than "very well"	53	+/-73	0.07%	+/-18.1

Source: U.S. Census Bureau, 2022 American Community Survey 02/09/2024

Factor 2 The frequency with which LEP individuals come in contact with a Clallam Transit program, activity, or service: The 2022 US Census Data – American Community Survey indicates that of the population in Clallam County, age five or older is 74,145. The percentage of this population that speaks English less than very well is 1.8% or 1,361 The total workforce population in Clallam County is 29,996. Of the current commuting working population in Clallam County, the data indicates that 285 of this demographic use public transportation to get to work. The data for persons who utilize public transportation to travel to work indicates that a total of three Spanish speaking individuals speak English less than well, and nine of other languages, speak English less than well.

While no LEP group warrant special outreach, the statistics indicate that the low number of Spanish speaking persons, the largest group of LEP in Clallam County, may benefit from having vital public transportation documents in their native language. CTS's drivers and field supervisors report that they rarely interact with non-English speaking individuals. If a non-English speaking person is encountered, they can utilize the language line for translation services, or often, they are accompanied by an English-speaking person who can communicate for them. CTS has an account with the Language Line, a translation service that is available to customers who have limited English proficiency. The service allows CTS to contact an interpreter who can translate in more than 240 languages between the customer and CTS staff. To date, CTS has not needed to utilize the service, but we maintain an active account with the service. CTS also offers Google Translate on CTS's website. The Google Translate service allows persons who access the website to translate all information into more than 100 languages. Additionally, CTS offers Google Translator on all tablets installed in CTS buses. Operators are trained to utilize the Google Translator installed on the tablets.

Factor 3 The nature and importance of the program, activity, or service provided by Clallam Transit to the LEP Community: Public transit is an important element for LEP persons to reliably access jobs, housing, health care facilities, educational opportunities, and other essential services. CTS provides transit services throughout the community. Clallam County has unique geography being that there is a major mountain range on the southern part of the county and the Strait of Juan de Fuca/Salish Sea to the north. This leaves a somewhat restricted area, or corridor, for housing and development. The county has one major arterial that travels east to west, and development is concentrated along this corridor. This constricted area available for housing and development allows CTS to effectively provide public transit service throughout the area.

Factor 4 The resources available to Clallam Transit and overall costs: Individuals at Peninsula College and staff at social service agencies in Forks have provided translation services and counseling. C T S will continue to invest time and resources to assess the need and benefit of expanding its current LEP outreach efforts. As mentioned above, CTS has an active ongoing account with the Language Line, a translation service that is available to customers who have limited English proficiency. The service allows CTS to contact an interpreter who can translate in more than 240 languages between the customer and CTS staff.

The cost for the Language Line service is $3.95 per minute. To date, CTS has not had any requests for the service and therefore, no record of usage, but CTS maintains the service in case it may be required in the future. CTS also offers Google Translate on the CTS website. The Google Translate service allows persons who access the website to translate all information into more than 100 languages. Google Translate is a free service. CTS also utilizes Google Translator in CTS buses and has it installed on the Operations Supervisors' phones, enabling them to communicate with LEP persons as needed.

Safe Harbor Provision

The DOT has adopted the Department of Justice (DOJ's) Safe Harbor Provision. The Safe Harbor provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group

that constitutes five percent five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipients written translation obligations. In accordance with the latest US Census data, Clallam County has no LEP groups that reach this threshold.

Plan for Assisting Persons of Limited English Proficiency

Language Assistance Measures: To address readers of Spanish as well as 100 other languages, CTS has added "Google Translate"© to its website, which generates a generic translation of the words found on the web page. Google Translate is a well-known and widely used free tool developed by Google that enables individuals to translate sentences, documents and even websites from one language to another in a matter of seconds. Google Translate offers translations in 109 languages and is a well-known standard for translation services. CTS provides training to operators for the Google Translate application and its use when they are first hired, during refresher training and when supervisors are performing check rides.

As an initial step to increase its outreach efforts, CTS has translated into Spanish, bus postings describing the process (see Attachment "A" and "B"). As a secondary effort to ensure basic ADA services to the disabled community, CTS translated the Paratransit Eligibility form into Spanish.

Monitoring and Updating the LEP Plan: The public response to the Spanish customer comment process and Paratransit form will continue to be evaluated for what, if any, further actions should be taken to accommodate LEP individuals. CTS has not received any requests for translation services nor any complaints regarding its LEP outreach or available resources. Additionally, CTS will monitor the effectiveness of its LEP through customer feedback. Any complaints and requests for translation services will be logged in the customer feedback log and will be evaluated at the time of each Title VI and LEP plan update to determine if changes are needed.

Providing Notice of Available Language Service to LEP Persons: CTS publishes notices of all public hearings with the offer to obtain (with advance notice) foreign language interpreters, interpreters for people with hearing impairments, and taped information for people with visual impairments. Because the website is accessible by both sight impaired and limited English proficiency individuals, CTS's public outreach efforts can be understood by an even larger percentage of the population.

The Limited English Proficiency Plan will be posted on CTS's website as part of the Title VI document at www.clallamtransit.com. By using "Google Translate"©, anyone can download or print the document in their preferred language.

To notify persons of LEP of the language assistance available to them, CTS will place postings in the administration lobby, in the employee breakroom, at transit centers, inside of buses, on the CTS website and in CTS schedule books outlining the translation services available through CTS.

Notifying Beneficiaries of their Rights under Title VI

The Clallam Transit System Title VI Notice to the Public is available at:

1) Uploaded to the CTS website at www.clallamtransit.com in a prominent location,
2) Posted on display cards in all the revenue vehicles and translated into Spanish, Attachment B,
3) Printed in the CTS bus schedules and distributed throughout the community.

Analysis of Construction Projects - Prior Three-year Period

CTS had no significant construction projects over the last three years.

Membership of Non-elected Committees

CTS does not have any advisory councils or non-elected committees or boards.

Fixed-Route Service Standards and Policies
CTS measures performance of the fixed-route system on a daily basis. Buses are monitored for overloading and are reported and logged to dispatch immediately. This information is forwarded to the CTS Operations Manager and service adjustments are made, if required. Route performance is reported monthly to the CTS Board of Directors. Routes are monitored for ridership, ridership changes and cost recovery.

Routes are placed into one of three categories: Intercity, Urban, or Rural; to track routes by similar service type. The Intercity routes are longer and serve as connectors between the three cities within the county; the Urban routes provide service to the communities in each city within the county; and the Rural routes connect sparsely populated areas with three cities in the county. See the weekday and Saturday route tables below for category breakdowns.

Route performance statistics are provided and reviewed by the CTS Board at each regularly scheduled board meeting. Route issues are discussed, and appropriate action can be taken if needed. Board members are provided with a chart that outlines the current performance of each route for the latest month as well as the preceding three years. The data is shown in graph form, allowing for a review of how each route is trending. While performance of each route is important, CTS also focuses on transit route coverage to ensure all areas of the county are provided with lifeline transit services. The nature of the service area is diverse with remote areas, mountainous and heavily forested regions with pockets of developments and several tribal communities. The smaller communities and tribal centers, while isolated and not densely developed, are provided with public transit service to ensure that all persons have access to services and jobs. CTS ensures that public transportation services are provided to all the communities within Clallam County.

CTS utilizes the following service standard and policies:

Vehicle Loads
The average of all passenger loads during peak periods should not exceed the vehicle achievable seated capacity as follows:

- 30-foot bus: 28 passengers
- 35-foot bus: 32 passengers
- 40-foot bus: 38 passengers
- 45-foot bus: 50 passengers

Vehicle Headway

- Urban: 30-minute peak, 60 minutes off peak
- Rural: Varies due to rural nature of the service hour. Based on passenger demand.
- Intercity: Routes under 20-mile; headways are 30 minutes during peak and 60 minutes off peak. Routes in excess of 20 miles will be based on passenger demand.

On Time Performance
On time performance Is defined as never early and no more than 10 minutes late. Routes must maintain a 90% on time rate. Routes falling below the 90% on time standard will be reviewed and adjusted at the next route pick to ensure that they meet that 90% on-time standard.

Service Availability
CTS will distribute transit services so that 90% of all urban residents are within ¼ mile of bus routes.

Transit Amenities
Installation of transit amenities such as bus shelters and benches are based on the number of passengers boarding at a specific stop.

Vehicle Assignments
All CTS fixed route vehicles are low floor, equipped with ramps, and are fully handicapped accessible. CTS utilizes 30-foot, 35-foot, 40-foot, and 45-foot fixed route buses. Vehicles are assigned based on passenger loads for each fixed route. 30-foot buses are assigned to lower demand routes, primarily in rural areas or where longer buses cannot operate due to turning radius restrictions. 35-foot and 40-foot buses are assigned to urban and intercity routes. 45-foot buses are assigned to the regional route known as the Route 123 – Strait Shot which travels a longer distance through Clallam, Jefferson, and Kitsap Counties, connecting to the Seattle Ferry System. The 45-foot buses are restroom equipped, with underfloor luggage and bicycle storage. This route requires restrooms, due to the long distance it travels and the lack of restroom facilities along remote stretches of the route.

While certain sized buses are assigned to routes based on passenger load requirements, or the operating environment, buses are rotated in each size category to ensure equitable distribution of newer and older vehicles.

Clallam Transit System Route Details
CTS routes are designed to connect the region to employers, medical facilities, schools, shopping areas, and tribal communities. CTS routes do not differentiate by minority or income status within the areas or passengers served. Each route design and frequency is determined by regional connectivity, population density, traffic congestion, ridership, development activities, and funding. The CTS Service Review Committee is comprised of voluntary staff members that are fixed-route operators, dispatchers, supervisors, and management representatives. The committee considers and recommends service improvements to CTS management.

Clallam Transit System Weekday Headways

Route No.	Route Name	Service Type	Hours of Service	Number of Trips		
				5 am – 9 am	9:01 am – 4 pm	4:01 pm – 10 pm
10	Joyce	Rural	6:13 am – 8:58 pm	1	3	2
14	Forks	Intercity	5:50 am – 8:30 pm	2	4	2
15	La Push	Rural	7:20 am – 4:30 pm	1	1	1
16	Neah Bay	Rural	6:45 am – 8:35 pm	1	2	1
20	College/Medical Center	Urban	6:55 am – 8:25 pm	6	13	6
22	Lincoln/Peabody	Urban	6:55 am – 6:55 pm	5	13	6
24	Cherry Hill	Urban	5:13 am – 10:13 pm	8	13	10
26	West Side Elwha TribalCenter	Urban	6:35 am – 8:22 pm	5	9	6
30	Highway-101 Commuter	Intercity	5:30 am – 10:05 pm	7	13	7
50	Jamestown Campus	Rural	7:40 am – 5:20 pm	1	2	1
52	Diamond Point	Rural	6:40 am – 6:20 pm	1	1	1
123	The Strait Shot	Intercity	7:25 am – 10:05 pm	1	1	1

Clallam Transit System Saturday Headways

Route No.	*Route Name*	*Service Type*	*Hours of Service*	*Number of Trips*		
				5am – 9am	9:01am – 4pm	4:01pm – 10pm
10	Joyce	Rural	8:34 am – 7:43 pm	1	2	1
14	Forks	Intercity	7:00 am – 8:05 pm	1	2	1

15	La Push	Rural	9:20 am – 5:45 pm	0	2	1
16	Neah Bay	Rural	8:30 am – 8:35 pm	1	0	1
20	College/Medical Center	Urban	7:55 am – 8:25 pm	2	6	5
22	Lincoln/Peabody	Urban	8:25 am – 6:55 pm	1	7	3
24	Cherry Hill	Urban	7:08 am – 8:43 pm	3	7	5
26	West Side Elwha TribalCenter	Urban	7:55 am – 7:49 pm	2	6	4
30	Highway 101 Commuter	Intercity	7:25 am – 8:30 pm	2	7	4
50	Jamestown Campus	Rural	NO SERVICE			
52	Diamond Point	Rural	NO SERVICE			
123	The Strait Shot	Intercity	7:25 am – 8:59 pm	1	1	1

Clallam Transit System Sunday Headways

Route No.	Route Name	Service Type	Hours of Service	Number of Trips		
				5am – 9am	9:01am – 4pm	4:01pm – 10pm
10	Joyce	Rural	NO SERVICE			
14	Forks	Intercity	NO SERVICE			
15	La Push	Rural	NO SERVICE			
16	Clallam/Neah Bay	Rural	NO SERVICE			
20	College/ Medical Center	Urban	NO SERVICE			
22	Lincoln/Peabody	Urban	NO SERVICE			
24	Cherry Hill	Urban	NO SERVICE			
26	West Side	Urban	NO SERVICE			
30	Highway 101 Commuter	Intercity	NO SERVICE			
50	Jamestown Campus	Rural	NO SERVICE			
52	Diamond Point	Rural	NO SERVICE			
123	The Strait Shot	Intercity	8:05am– 8:10 pm	1	0	1

Deviated Service and Dial-A-Ride

Route No. 52 Diamond Point will deviate off the designed fixed route by up to ¾ of a mile. The deviated service is only available east of Blyn on Route No. 52 Diamond Point. There are no eligibility requirements. Anyone within the designed area can request a deviated trip. The request must be made by 4pm the day before the day of travel and up to seven days in advance of the desired trip.

CTS provides Dial-A Ride (DAR) demand response service in and around the City of Sequim that is not served by regular fixed-route service. There are no eligibility requirements. Pre-scheduled rides can be made atleast one day before and up to seven days in advance of the desired trip.

Micro-transit Service

On demand micro-transit service is provided in both the City of Forks and the City of Sequim. Both services operate

within a three (3) square mile area within the urban core of the cities. The service, known as Interlink, operates from 8:30am through 4:40pm, Monday through Saturday, in Sequim, and between the hours of 6:30am and 5:15pm, Monday through Friday, and 8:25am and 4:35pm on Saturdays, in Forks.

On-Time Performance

Fixed-route operators do their best to meet the established time schedule for every route. Except in rare cases, no vehicle should depart more than five minutes after the published scheduled time. Every effort is made to run the route according to the published schedule. Fixed-route operators may make a request through dispatch to hold another bus for passengers to make a connection. At no time is a fixed-route operator permitted to leave a time point before the scheduled departure time. CTS has a 22 percent recovery time standard built into the fixed-route bus system to ensure routes start their route on time and to give ample time for delayed routes to get back on schedule. Drivers are required to report to dispatch anytime that they are running more than 10 minutes behind their published schedule. Dispatch then takes measures to ensure the route is back on schedule. Incidents of buses running late are rare and occur only when a traffic accident occurs, road construction, or inclement weather hits the region. In addition, CTS installed a real time bus arrival and tracking system in early 2020 to better monitor on-time performance. The system enables operations to track all vehicles to ensure they are running on schedule. Additionally, the public can access real time bus location information on the CTS UniteGPS app on their computer or smartphone.

At the time of this program update, CTS had completed a Comprehensive Operational Analysis (COA) of the system. This in-depth review of the services provided a detailed review of customer satisfaction and recommendations. Based on data collected and survey results, recommendations for improvements to the system were formulated. A part of this review was a 100% ride check of the system as well as a review of the on-time performance of the routes. The COA was be completed in late 2021. Due to staffing challenges, only portions of the improvements recommended in the COA final report were implemented. Additional route improvements will be made as the staffing issues improve.

Transit Amenities

CTS amenities include transit centers, bus stops, bus shelters, and informational provisions.

- CTS has three transit centers which are main transit hubs in the cities of Forks, Port Angeles, and Sequim. Each transit center provides public restrooms, shelters, and waste receptacles.
- Bus Shelters/Bus Stops: CTS currently has approximately 120 bus stops and 83 bus shelters located throughout the service area. The shelters are located at or near schools, retail shops, businesses, transit centers, and high traffic areas. Because CTS is a rural agency, the majority of the bus stops are flag stops.
- When CTS receives requests for a new bus shelter, the requested location is placed on a waiting list. Requests are given priority based on several factors: ridership in the area; space available for placement; safety of the location; cost; pedestrian access; ADA compliance; and approval from the governmental permitting authority.
- Informational Provisions: Printed schedules, route maps, and system maps are available to the public. QR codes are posted in all transit centers and bus shelters linking customers to the CTS website. Schedule information is also available on CTS's website and Google Maps.

ATTACHMENT A – TITLE VI WEBSITE POSTING

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

(Posted on the CTS website)

Non-discrimination Policy: It is the policy of Clallam Transit System to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or otherwise be discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with Clallam Transit System's Operations Manager. For Title VI complaints and additional Information, please call 360-417-1370.

On the website hyperlinks to:

CTS Title VI Complaint Form
CTS Title VI Program
Civil Rights Act of 1964, CFR Title 45 Part 80

ATTACHMENT A – TITLE VI NOTICE TO THE PUBLIC

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

TITLE VI NOTICE FOR THE PUBLIC POSTINGS

Title VI Rights

It is the policy of Clallam Transit System to assure that no person shall, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or otherwise be discriminated against under any of its programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with Clallam Transit System's Operations Manager. For Title VI complaints and additional Information, please call 360-417-1370.

Derechos del Titulo VI

Es política de Clallam Tránsito System asegurar que ninguna persona, por motivos de raza, color u origen nacional, según dispuesto por el Título VI de la Ley de Derechos Civiles de 1964, sea excluida de participar en, ni se le nieguen los beneficios de, o de otra manera ser discriminado bajo cualquiera de sus programas y actividades. Cualquier persona que crea que se ha violado su protección del Título VI puede presentar una queja ante el Gerente de Operaciones del Sistema de Transito de Clallam. Para quejas del Título VI e información adicional, llame al 360-417-1370.

ATTACHMENT B – CUSTOMER COMMENT FORM

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

We want to hear from you.

Tell us about your experience, share your ideas and give us your feedback.

Customers can contact Clallam Transit in the following ways:

Telephone: 360-452-4511 or 800-858-3747
Customer contact hours: 5:00 a.m. – 9:30 p.m. Monday – Saturday

E-mail: info@clallamtransit.com

Fax: 360-417-1380

Mail: 830 West Lauridsen Boulevard, Port Angeles, WA 98363

Customer concerns, complaints and commendations will be forwarded to the appropriate supervisor.

For more information visit our website at **www.clallamtransit.com**

ATTACHMENT B – CUSTOMER COMMENT FORM

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

¡Queremos Escuchar de Usted!

Cuéntenos su experiencia, comparte sus ideas y denos sus comentarios.

Pueden contactar a Clallam Tránsito de las siguientes maneras:

Teléfono: 360-452-4511 o por el 800-858-3747
Horario de atención al cliente: 5:00 a.m. – 9:30 p.m. de Lunes a Sábado

Fax: 360-417-1380

Correo electrónico: info@clallamtransit.com

Dirección: 830 West Lauridsen Boulevard, Port Angeles, WA 98363

Pueden remitir sus elogios, quejas, inconveniencias, y preocupaciones a cualquier supervisor.

Para obtener más información, visite nuestro sitio Web:**www.clallamtransit.com**

ATTACHMENT C – COMPLAINT FORM

830 West Lauridsen Boulevard
Port Angeles, Washington 98363

CLALLAM TRANSIT

www.clallamtransit.com
360-452-4511

TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Clallam Transit System
Title VI Officer
Operations Manager
830 West Lauridsen Boulevard
Port Angeles, Washington 98363
360-417-1370

Please print clearly or type your response. Thank you.
You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination.

Name:_____
Address, City, State, Zip Code: _____
Contact Number (including area code):_____
Person discriminated against: _____
Address of person discriminated against: _____
City, State, Zip Code: _____
Please indicate why you believe the discrimination occurred:

_____Race

_____Color

_____National origin

What was the date of the alleged discrimination? _____
Where did the alleged discrimination take place? _____
Please describe the circumstances as you saw it: _____

_____

_____

_____

_____

_____

_____

Please list any and all witnesses' names and phone numbers:

Witness First and Last Name	Contact Phone Number (including area code)

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Officer at the address listed on page 1 of this document.

Print your last name Your signature Date